

Follow New Rules for Changing Non-Refundable Tickets

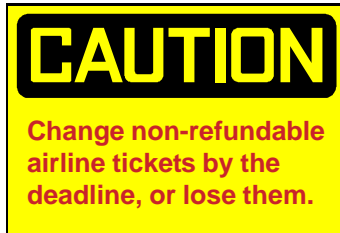
During the past month, airlines have adopted new rules for changing airline reservations for **non-refundable tickets**. These new rules affect only non-refundable tickets, not tickets purchased on state contracted fares.

Any change to a non-refundable ticket must be made to the ticket on or before the date of your flight. The exact time depends on the airline (see notification deadlines below). **If you miss the deadline, the ticket will be worthless.** The fee to change a non-refundable ticket varies depending on your destination, but is generally \$100.

If you can't make your flight at all, you can no longer hold on to the credit and rebook your flight within the year. You must contact the State Travel Office before the notification deadline so they can determine whether it is cost effective to rebook or to cancel the ticket.

Non-refundable ticket policy change:

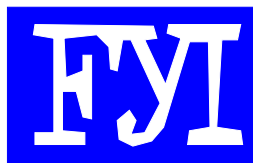
Airline	Policy Change	Notification Deadline
American	Affects tickets purchased on or after Aug. 30 for travel on or after Oct. 1.	Midnight date of flight.
Continental	Affects tickets purchased on or after Aug. 31 for travel on or after Oct. 1.	Midnight date of flight.
Delta	Affects tickets purchased on or after Sept. 5 for travel on or after Oct. 1.	Midnight date of flight.
Northwest	Affects tickets purchased on or after Sept. 5 for travel on or after Oct. 1.	Time of departure.
United	Affects tickets purchased on or after Sept. 6 for travel on or after Oct. 1.	Midnight date of flight.
US Airways	Affects tickets purchased on or after Aug. 27 for travel on or after Oct. 1.	Time of departure.



Jo Ann Stewart Will Retire in October

After 29 years of service with the State, Jo Ann Stewart is retiring. She has been the State Accountant since 1997, and part of her job has been to supervise the State Travel Office. Thank you, Jo Ann, for your hard work and dedication. We wish you well.

Carol Young will succeed Jo Ann as State Accountant. Carol began her career with the State in 1975 at the Department of Education and moved to the Department of Natural Resources in 1986. She joined the Division of Finance staff in 1995 as Disbursements Supervisor, and recently has worked as the Accounts Payable Supervisor in the Accounting Operations Office. ➔



Q&A: Airline Bankruptcies*

If you are a traveler who is concerned about the reliability of airlines in Chapter 11 bankruptcy, you can relax. Bankruptcy is nothing new in the airline industry. If an airline should happen to cease operation while you are out traveling, call the emergency phone number printed on your itinerary. The customer service representatives will reschedule your flight.

Below is a short Q&A which addresses many of the concerns related to the status of airlines.

Q: *Is my booking in jeopardy if it's with one of the airlines in Chapter 11?*

A: No. A Chapter 11 bankruptcy filing means an airline is reorganizing, not grounded. If any U.S. airline does stop flying, other carriers are required by law to accept their tickets on a standby basis.

Q: *What happens to the frequent flyer miles I have accumulated with an airline that declares bankruptcy or goes out of business?*

A: Frequent flier programs are one of the airlines' best marketing tools and are unlikely to be suspended, even in bankruptcy court. It's possible the programs could be tightened to require more miles. Even if an airline goes out of business, a competitor would step in and honor 25 to 50% of the miles to create new customers.

Q: *Will a cutback in flights mean fewer cheap seats?*

A: The abundance of rock-bottom fares may be threatened, but it's still a buyer's market for this fall, with fares at a 15-year low. Some of the planned cuts in flight schedules by major carriers (6-13% among American, United, and Delta) are seasonal rather than permanent reductions.

Q: *How does this affect business travel?*

A: Shrinking capacity may cause more inconveniences like fewer direct flights, smaller planes, and longer connecting times. Experts recommend business travelers have a backup flight in mind, start travel earlier in the day, and avoid the last flights of the day.

Q: *What are the odds of an airline emerging from bankruptcy?*

A: 50/50. Continental, TWA (twice), and America West survived bankruptcy. Eastern, Pan Am, and Midway didn't.

Q: *Is anything good coming out of these problems?*

A: Yes. Once the industry correction is over, airlines should be financially stronger and more efficient. With fewer planes in the air, more will leave and arrive on time. The huge divide between business fares and cheap walk-up fares should narrow. ➔

*Source: Christopherson Travel Group *Traveletter*, September 2002

Travelers Will Pay for Extra Baggage

Most airlines are now charging travelers an extra baggage surcharge beyond the one carry-on bag and two checked bags generally allowed. The specific limits and charges vary by airline. Examples of extra bag charges include:

Delta:	\$40 for a third bag; \$80 each for up to three additional bags; \$105 for each bag after that.
American:	\$80 for each additional bag.
United:	\$75 for each additional bag.
America West:	\$75 for each additional bag when more than three bags.
Continental:	\$80 for each additional bag.
Northwest:	\$80 for each additional bag.
Southwest:	\$40 for each additional bag.
US Airways:	\$80 for each additional bag.



Travelers should also be aware that airlines charge additional fees for oversized or overweight checked bags. Multiple fees can apply to a single bag.

Airlines generally allow passengers to carry on one personal item in addition to the one carry-on bag. Personal items include a purse, briefcase, computer bag, camera case, or diaper bag.

Check with the airline you are flying to verify their baggage allowance. ➔

Salt Lake Airport's On-Time Rate Is Second in Nation

Salt Lake City's International Airport ranked second among the nation's major airports for on-time departures. Salt Lake earned an 87.2% on-time rate, second only to Houston's 87.6% rate. Salt Lake's rate is 2.2% better than their rate for the same six months last year.

The on-time improvement may be the result of such factors as travelers arriving two hours before flights, a lack of Utah snow, fewer planes in the air, and fewer passengers.

On-time performance rates for individual airlines were:

Continental	88.9%
Delta	83.9%
American	80.9%
Southwest	79.8%



Call Emergency Phone Numbers for Help While Traveling

Emergency

8:00 a.m. – 5:00 p.m.* Weekdays
801-537-9124

*Mountain Time

After Hours and Weekends

5:00 p.m. – 8:00 a.m.*
800-860-7816
(\$15 per call charged to CTA)